

The Recruiting Edge



Management Assistance and Outreach Services Division

Faceless Voices . . .

by Recruitment Unit

Can you remember where you were when a dispatcher saved the day? Whether you were a 911 caller, a disabled motorist at a call box, or even an officer in a tight situation, chances are you were instantly comforted by the calm, patient voice at the other end of the line.

They send police officers to calls for assistance, facilitate multi-agency responses to crimes or disasters, and serve as the link between the public and law enforcement. They are the heroes with faceless voices. They are the California Highway Patrol (CHP) Public Safety Dispatchers (PSD).

Jennifer Walters is one of those calming voices at the other end of the telephone. "This is a very rewarding career," Walters relates. "I like helping people. Through working as a dispatcher, I can make a difference every day. By being calm and professional, I can help reassure a distraught caller that it's going to be okay, which is a wonderful feeling."

"Through working as a dispatcher, I can make a difference every day."

Jennifer Walters, PSD, II

Providing service to the public is often mentioned by dispatchers as one of the main reasons to join this profession. Other reasons include the flexibility of shift work and the potential to transfer to different communication centers throughout the state. The CHP also offers dispatchers the security of a stable career, good pay, and great benefits.

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Respecting the Connection



Most Officers can remember the "Call" they could never have completed without the assistance of a Public Safety Dispatcher.

Leveraging Our Organizational Knowledge (LOOK) . . .

by Sergeant Jonni Fenner

There are many distinct conceptual shifts taking place in law enforcement communities, along with public and private sector businesses. Many organizations have become so complex that their knowledge is fragmented, difficult to locate and share, and therefore redundant, inconsistent, or not used at all. Hence, the need for our recent departmental reorganization, and the Recruitment Program's new home within *Management Assistance and Outreach Services Division (MAOSD)*, Community Outreach and Partnerships Section (COPS). You try and say that three times fast! In today's environment of rapid change, knowledge management is becoming widely accepted. Few organizations today are fully capable of developing, and leveraging critical organizational knowledge to improve their performance.

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Questions and Answers - PSD

What is the difference between a PSD I and a PSD II?

- A PSD I only works in the service desk or call taking realm.
- A PSD II works the service desk and also works on the radio dispatching CHP officers to calls.

How much of a retirement will I get as a CHP PSD, II?

- Currently the retirement for a CHP PSD, II is 2% at 55.

Is this a Monday through Friday job?

- No. All CHP Communications Centers are 24 hours a day, 7 days a week, including holidays. Dispatchers are on shift work. However, some centers are on the alternate work-week schedule (4/10 or 9/80 etc.).

How long is the training?

- The PSD, II will attend an initial training class of four weeks and later return for two more weeks of training. The remainder of the training will be hands-on training at the communication center in which you are assigned.

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Traditionally, PSD positions have experienced limited interest and low retention rates throughout the state. Some speculate there is such a low showing for PSD applicants because there is tough competition from allied agencies and the private industry, as well as the lack of emphasis on PSD recruitment.



"Often times we are the forgotten members of the CHP," said one ten-year PSD veteran. As numbers for cadet applicants continue to increase, recruitment efforts can also be used to draw a more abundant applicant pool for dispatchers.

What's needed? Your help to revitalize awareness on the importance of their position. In Recruitment, there are ongoing efforts to improve the communication links needed to create a louder voice for their needs. Current efforts include improvements on the recruitment web site, feature articles, more details on qualifications, testing, training and assignments. Additionally, development of a PSD recruitment campaign will include new brochures, posters, and recruitment materials.

Faceless continued

Statistics show that personal contact by a member of the CHP is our BEST recruitment tool - **SO, REMEMBER, WE NEED YOU TO HELP RECRUIT FOR BOTH PSD II AND OFFICER.**

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The concept of LOOK efficiently and effectively creates, locates, captures, and shares our organization's knowledge and expertise to bear on problems and opportunities internally and externally.

Be assured, the goal of our Recruitment Program has not changed, and we continue to seek the best and brightest to be a part of our organization. This transition will open our organization to new insights, increase the scope and value of our knowledge, while providing the greatest competitive benefit.

So, just look out for what may be next!



COMMUNITY OUTREACH AND PARTNERSHIPS
SECTION AND RECRUITMENT UNIT

**CHP DISPATCHERS ANSWERED APPROXIMATELY 6,861,930 CELLULAR
911 CALLS FROM JULY 2000 THROUGH JUNE 2001.**

**THIS ACCOUNTS FOR ALMOST 12-15% OF THE NATIONAL
AVERAGE OF CELLULAR 911 CALLS.**

Recruitment Information
1-888-4A CHP JOB / WWW.CHP.CA.GOV

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Why should I choose CHP dispatch versus another law enforcement agency?

- The California Highway Patrol offers competitive pay and an excellent benefits package.
- CHP is one of the finest law enforcement agencies in the world known for professionalism and integrity.
- Upon completion of the probationary period (one year), dispatchers can submit a transfer request to any of the 24 communications centers in the state. Dispatchers are not restricted to any one city or county like with other agencies.



Will I only answer phones and take radio traffic everyday?

- There are special assignments available to those dispatchers who, according to their supervisor, deserve the challenge. These include: active recruiting at county or regional fairs; special enforcement details; mobile communications for DUI checkpoints and major incidents; training new dispatchers in the communications centers; becoming an instructor at one of the two CHP communications academies.

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